Pacific Gateway
WORKFORCE INVESTMENT NETWORK

REQUEST FOR PROPOSALS (RFP #10-002)

CUSTOMER SATISFACTION EVALUATION

Issue Date: Thursday, January 28, 2010

Administered By:

Equal Opportunity Employer/Program
Auxiliary Aids and Services Available Upon Request to Individuals with Disabilities
TTY: 562.570.4629

TIMELINE

DATE	ACTION
Thursday, January 28, 2010	RFP Released
Friday, February 5, 2010	Deadline for Submission of Questions by 4:00 p.m.
Friday, February 19, 2010	Proposals Due by 4:00 p.m.
February 22-26, 2010	Review of Submissions
March 1-5, 2010	Vendor Selection Announcements
Monday, March 8, 2010	Services Begin

TABLE OF CONTENTS

I. PURPOSE

This procurement is intended for agencies and individuals qualified and interested in providing survey research services to gather and analyze performance and customer satisfaction information from Network job seekers and business customers. Selected vendor shall apply the American Customer Satisfaction Index (ACSI)[1] or similar standards/methodology in conducting and analyzing customer satisfaction surveys.

This Request for Proposals is supported by approximately $25,000, which is available for services between March 8, 2010 and February 28, 2011. Upon demonstration of successful service provisions, the Network may consider options for annual renewal in 2011-2012 and 2012-2013.

II. BACKGROUND

Administered by the City of Long Beach, the Pacific Gateway Workforce Investment Network (Network) coordinates services supporting the workforce needs of the residents and businesses of Long Beach, Signal Hill, Torrance, and Lomita.

The Network's Workforce Investment Board (WIB) serves, alongside the local chief elected officials of Lomita, Long Beach, Signal Hill and Torrance, as the policy and oversight entity for Workforce Investment Act (WIA), American Recovery and Reinvestment Act (ARRA) and other County/State/Federal funds that serve these communities. The WIB provides strategic oversight for WIA-funded youth, adult, and business workforce programs. The Network administers programs within its service area, as well as in the Harbor Area of the City of Los Angeles:

- Career Transition Center, 3447 Atlantic Avenue, Long Beach, 90807
- Center for Working Families, 1900 Atlantic Avenue, Long Beach, 90806
- Harbor WorkSource Center, 1851 N. Gaffey Street, Suite F, San Pedro, 90731[2]
- Torrance Career Center, 1220 Engracia Avenue, Torrance, 90501
- Youth Opportunity Center, 3447 Atlantic Avenue, Long Beach, 90807
- Multiple non-profit and education institutions throughout the region

Customer Services Provided at One-Stop Career Centers

At the One-Stop Career Centers above, Network staff and partners provide one-on-one career counseling, employment assistance, educational and career assessments, goal setting, resources for referrals, labor market information, and a variety of skill development workshops. Current skill development investments focus on computer skills, basic academics, work readiness and preparation, short-term prevocational training, on-the-job training, and targeted industry training. The Network also connects jobseekers to

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[1] The ACSI is utilized by the U.S. Department of Labor in its Workforce Investment Act measure of customer satisfaction at the Statewide data level.
[2] The Harbor WorkSource Center is funded by the City of Los Angeles and its WIB.

employment assistance, career counseling, assistance with planning and job searching resources, and access to hiring events and recruitments.

Integrated Services at One-Stop Centers

At the Career Transition Center, Torrance Career Center, and Center for Working Families, a service delivery integration model has been implemented that is skill-based and that moves each client through a common set of value added services designed to increase their employability and their ability of retaining and advancing in jobs. This skill-based shift focuses particular attention to business demand for a prepared and skilled workforce with less emphasis on program requirements. Within the Centers, there is less emphasis on self-help and general resource room activities, and more on assessment, career coaching, and specific skill development. Our commitment to customers is that the Network will help them to: 1) know their skills, 2) develop and/or improve their skills, and 3) get the best job possible with those skills.

Youth Opportunity Center Services

Through a network of community-based organizations and educational entities, the Youth Opportunity Center conducts and coordinates various services for youth ages 14 – 24. These services include the provision of information on education and employment pathways connected to key industries; entrée to volunteer positions and community resources; access to the Center's labor marketing information, career exploration and other related equipment; academic and career advisement; and youth-focused Career Academies operated by local non-profits and education institutions that align with high-growth/high-wage career opportunities.

The Center's Hire-A-Youth Program provides specific employment preparation and placement support to youth around work experience and internship strategies; job shadow opportunities; hiring events, including the annual Summer Opportunities job fair; employment preparation and work readiness workshops; and job coaching.

Currently, the Center provides foundational work readiness components to support programs both in-house and through partnering agencies. For example, through the Hire-A-Youth Program, a locally issued work readiness certificate is currently awarded to youth who successfully complete a series of three employment preparation workshops.

Business Services

As part of the above strategies, the Network views services to businesses as its most cross cutting strategy to building a stronger economy and further develop its communities. The Network's Workforce Investment Board has placed strategic priority around serving as a convener of regional conversations and partnerships, and brokering specific solutions that:

- Ensure a prepared and job-ready workforce
- Meet and anticipate employers' demands for skilled workers – including incumbents
- Maximize training resources and solve business problems

- Increase investments in sector strategies relevant to opportunity and need
- Maximize access to business assistance and incentives
- Ensure supports that help to retain and expand business
- Respond effectively to unavoidable downsizing and business closures

To accomplish the above, the Network has an internal business services unit that works across each of its geographic sites. That staff team closely collaborates with area Chambers of Commerce, the two local Small Business Development Centers, economic development agencies across the Network's region, and other planning and "business services" agencies.

III. SERVICE SPECIFICATIONS

The Network is seeking proposals from qualified and interested entities in providing survey research services to gather and analyze performance and customer satisfaction information from Network job seekers and business customers. Selected vendor shall apply the American Customer Satisfaction Index (ACSI) or similar standards in conducting and analyzing customer satisfaction surveys. A customer satisfaction methodology/assessment will be conducted through data collection, research, and analysis among Network job seekers and businesses.

Primary Project Goals

It is the intent of the Network that the following goals be accomplished through this project:

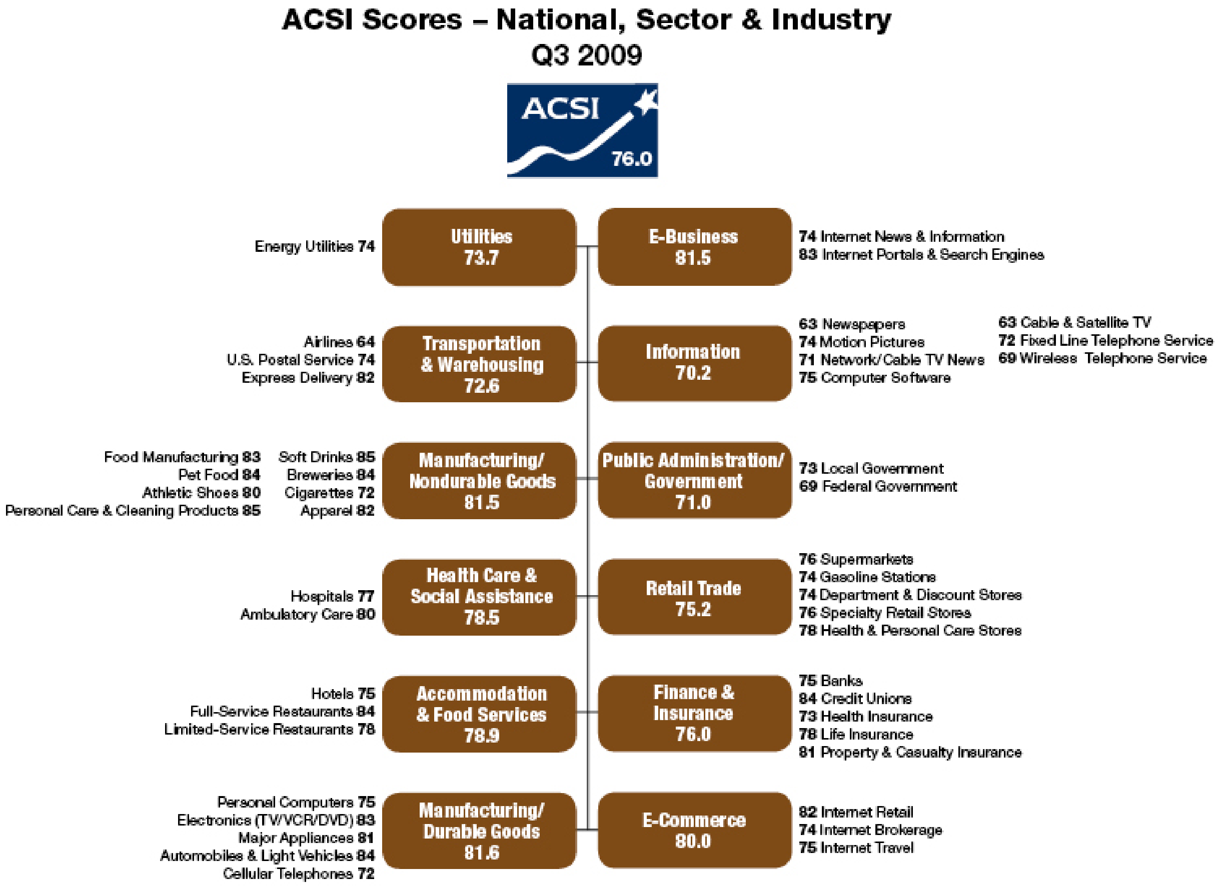
a. Provide comparable scores allowing the Network to track customer satisfaction among both job seekers and business customers, by Center and service – both quarterly and year-over-year.
b. Benchmark performance against key government agencies and private sector businesses by applying ACSI or other established methodology.
c. Identify improvement areas that have the most leverage in increasing job seeker and business customers' satisfaction.

American Customer Satisfaction Index (ACSI)

The American Customer Satisfaction Index (ACSI) is a model that links customer expectations, perceived quality, and perceived value to customer satisfaction. Satisfaction with the quality of products and services, in turn, is linked to key outcomes, defined as customer complaints and customer loyalty (trust, in the context of public sector entities such as the Workforce Investment Network). Level of satisfaction is expressed through a comparable index that fits on a scale of 0 to 100.

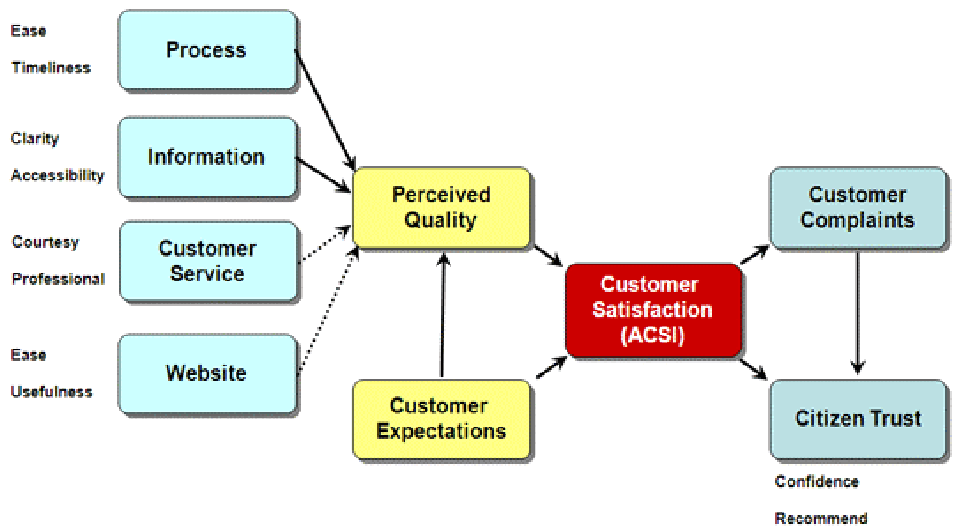
The ACSI produces four levels of indices or scores: an overall national customer satisfaction score; ten economic sector scores; 43 industry scores, and scores for more than 200 companies and federal government agencies. Figure 1 illustrates outcome indices from the 3rd Quarter of 2009 for the national, sectoral, and industry measurements.

FIGURE 1



The ACSI employs a cause-and-effect model with indices for drivers of satisfaction on the left side, satisfaction in the center, and outcomes of satisfaction on the right side (see Figure 2). The adapted ACSI government model is identical to the private-sector model with a key modification in the "outcomes" component. Specifically, the outcome of "citizen trust" replaces the price-related outcomes found in the private-sector model. The drivers of expectations and perceived quality, satisfaction, and the outcome of customer complaints appear in both the government and private-sector models.

FIGURE 2



For additional and more detailed information, visit ACSI's website at www.theacsi.org.

Customer Satisfaction Survey of Network Customers
Customer Satisfaction surveys must be performed with Network participants who have exited their respective program activities, and with employers who have used the Network's one-stop system.

At minimum, the following three areas must be contemplated using the ACSI or similar standard methodology:

- Level of satisfaction with the services
- Extent to which the services met customer expectations
- How well the services compare to the ideal

Other items key to this project:

a. Data collection may involve online survey, point of contact questions, survey mail-in, or a combination thereof;
b. Center location visited (job seeker only);
c. Quality of the services offered (3-5 questions);
d. Willingness to recommend Network services to others (1 question);
e. Willingness to use the Network's services again (1-2 questions);
f. How survey participant learned of the Network;
g. One open-ended question to solicit comments to identify specific improvement areas.

The Network intends to utilize the data to assess and report results to its Board of Directors and others around the following:

- Performance of the Adult and Youth participant programs;
- Performance of the Business Service program in serving business customers;
- Performance of each of the Network's One-Stop career Centers;
- The Region's projected performance on the WIA Performance Indicators; and
- The Network's progress over time for continuous improvement.

IV. NARRATIVE AND EVALUATION FACTORS

DESCRIPTION OF REQUIREMENTS	MAX POINTS
A. RFP Specifications This category will evaluate the degree to which the proposal meets the RFP format specifications. This includes the required supporting documents, signed forms, and assurances.	**(2 pts. subtracted each missing or incomplete item)**
B. Narrative **B.1. Background, Experience and Technical Knowledge (35 pts.)**	**70 Points**

Describe relevant experience and background applicant brings to the Network service delivery system. Describe applicant qualifications to provide these services; discuss prior experience. Describe specific experience the applicant has in designing such strategies that relate to measurement of public sector effectiveness and quality. **B.2. Project Design (35 pts.)** Identify and describe approach and type of satisfaction measurement instrument applicant proposes to utilize. Discuss how selected measurement type/methodology meets Network's goals pertaining to this RFP, and how it ensures availability of a benchmarking measurement against other sectors, and peer organizations within public sector. Describe approach in conducting and implementing surveys for the following Network customers who utilized Network's program or employer services: • Business Employers • Adult Customers • Dislocated Workers • Youth Participants (ages 14-24) Describe how applicant would compile, analyze, and report the outcomes of the quarterly survey to the Network. Describe how applicant would provide a year-to-year analysis. Provide a sample of survey instrument and label it as Attachment G.	

C. Proposed Cost for Services	30 Points
Proposals shall include a budget narrative, which includes a justification for each item listed on the line item budget. Use the budget format in Attachment B – Line Item Budget & Budget Narrative. Proposals shall be for reimbursement on an actual cost basis and shall include a line item budget identifying costs to be charged. The Line Item Budget must clearly delineate costs to be met by the funding. Note: Successful proposal will submit a detailed line item budget during contract development. During the term of the contract, line-item expenditures cannot exceed the approved line item amount.	
Total Possible Points	**100 Points**

V. SUBMISSION REQUIREMENTS AND INSTRUCTIONS

Completed proposals must be typewritten in Arial size 12 font on 8 ½" x 11" white paper (one-sided pages) bound by one staple or binder clip on the top, left-hand corner. Proposals may not be submitted in binders or covers.

Cumulative response to Narrative is limited to a total of seven (7) pages. Required forms do not count towards any page limitation.

Any documentation provided as evidence with the proposal becomes part of the proposal document submitted to the Network and will not be returned to the vendor.

Five copies of each proposal, of which one must bear original signatures using blue ink, must be submitted to:

Review Team – RFP #10-002
Customer Satisfaction Evaluation
Pacific Gateway Workforce Investment Network
3447 Atlantic Avenue
Long Beach, CA 90807

All proposals must be received no later than Friday, February 19, 2010, 4:00 p.m. Proposals will be accepted by hand-delivery, US Postal Service mail, or mail courier services only. **Proposals will not be accepted via email or fax. Proposals received after the deadline will be deemed non-responsive and will not be reviewed.**

Questions regarding the requirements or content of this RFP will be accepted in written format only. All questions should be either emailed to workforce.dev@longbeach.gov or faxed to (562) 570-3704. The deadline to submit questions is 4:00 p.m. on Friday, February 5, 2010. There will be no individual response: All questions and responses will be posted on the Network's website, www.pacificgatewayworkforce.com.

Submissions must address all sections identified in the Submission Requirements section of this RFP. Responses that omit responses to required sections will be considered non-responsive.

To assist raters in effective evaluation, please number and restate questions in the same order as they appear in this RFP document. Incomplete proposals will not be reviewed.

A complete proposal must include the following information/completed forms in the following specified order:

PROPOSAL CHECKLIST / TABLE OF CONTENTS
Attachment A – RFP Cover Sheet
Narrative – Background, Experience, Technical Knowledge and Project Design
Attachment B – Line Item Budget & Budget / Budget Narrative
Attachment C – Debarment Certification
Attachment D – Drug Free Workplace Certification
Attachment E – Lobbying Certification
Attachment F – Workforce Investment Area Map
Attachment G – Survey Instrument Sample
Attachment H – List of Board of Directors or Business Advisory Group (if applicable)

Complete submissions received by 4:00 p.m., Friday, February 19, 2010, will be reviewed based on criteria outlined in this RFP.[3] Staff may conduct interviews with applying entity's staff to determine the entity's capabilities in providing proposed services.

[3] The City of Long Beach and the Pacific Gateway Workforce Investment Network reserve the right to reject any or all proposals.

GENERAL INFORMATION

Vendors awarded agreements under this RFP must be ready to implement agreed upon services beginning March 8, 2010.

1. The information submitted in response to this solicitation is not legally binding. However, any financial agreements based on the proposals and subsequent negotiations become legally binding after both parties have signed them. All resulting agreements, financial and non-financial, will provide mutual termination clauses between the two agencies.

2. The City of Long Beach, administering entity for the Pacific Gateway Workforce Investment Network, has the right to reject any proposal that does not conform to program goals and objectives, and may request redesign after submission. Incomplete submissions will not be reviewed. The submission must contain accurate and complete information as requested by the RFP. The City reserves the right to disqualify any submission that contains inaccurate information.

3. All submissions become the property of the City and Workforce Investment Board. All costs associated with the development of submissions in response to this solicitation must be borne by the applicant. The submission shall not include any such expenses as part of any fee quotations, if fees apply.

4. If no more than one submission is received in response to this solicitation, the City reserves the right to classify this procurement a failed competition and either reissue the RFP or enter into a sole source agreement with the sole respondent. The City reserves the right to select more than one party to provide these services.

5. The term of the initial agreement will be for 12 months. The agreement will begin approximately on March 8, 2010 with an option to extend the term up to two years depending on funding and performance. An extension may be approved based on the following factors: availability of funds, successful performance per contract terms, and the expressed needs of the customers and the Network.

6. Should new WIA legislation or Recovery Act changes/clarifications related to the Workforce Investment Network's funding of program delivery occur during the RFP funding cycle, the City reserves the right to publish a new procurement in order to adhere to modifications and related compliance and regulatory issues.

<u>GENERAL INFORMATION</u> – Cont'd

7. Payments for the service described in this RFP will be paid on an agreed upon Fee Service Schedule. Payment is contingent upon the satisfactory achievement of the standards and goals of the agreement as determined by the City in accordance with negotiated completions and standards.

8. The Workforce Investment Network will review responses as initially submitted. No changes, additions, or resubmissions will be accepted after the initial deadline for submission.

9. Any costs proposed within the submission must be valid from the date of the proposal through February 28, 2011, at minimum, and must include any/all costs expected to be paid by the Network.

10. No late submissions, whether mailed or hand-delivered, will be accepted.

11. Respondents may be asked to provide additional information as needed.

12. The submissions selected become part of the financial and/or non-financial agreements between the City and organization, and as such become public record. If the submission contains any confidential information, such information must be removed from the body of the response and placed in an Appendix. Agreements will reference the Appendix, but will not be available for public viewing. The entire submission cannot be held confidential; designations must be very specific.

13. The City will retain all materials. It reserves the right to reject any or all submissions and to partner and/or enter into agreements in its best interest. The City reserves the right to solicit further submissions based on level of response or changes in available funding or program design.

14. This announcement and its attachments are an RFP and are invitations for prospective firms to respond. Although this solicitation is in RFP format and will follow RFP conventions, the City expressly intends that the procurement of these services providers is a professional service and is not bound solely by the lowest price, where costs apply.

15. Contract awards will be based upon several factors, including but <u>not limited to</u> cost, qualifications to provide such services, and content supporting proposed services.

16. Organizations proposing must be Affirmative Action/Equal Employment Opportunity Employers. Contractors will be required to meet EEO requirements as applicable.

GENERAL INFORMATION – Cont'd

17. Section 188 of the Workforce Investment Act, 20 CFR Sections 667.600 and 667.640 et seq., of the final regulations, and Network policy set forth the guidelines for grievance procedures in connection with WIA programs operated by the City. These sections govern appeals of RFP funding recommendations. In accordance with such regulations, the only circumstances under which an appeal of the City funding recommendations will be considered are if the bidders allege that the City has violated a provision of the Workforce Investment Act (Public Law 105-220) or its regulations; and/or the City has violated a provision of the RFP's stated process.

    There can be no appeal of the funding decisions, unless based on either of the above circumstances. Appeals must be in writing and cite the section of the law and/or the RFP that has been violated. Appeals must be received within three (3) business days following issuance of a notice of funding recommendations. A hearing date will be set within five business (5) days of an appeal. Appeal must be submitted by fax or mail to:

    Appeals Team – RFP #10-002
    Customer Satisfaction Evaluation
    Pacific Gateway Workforce Investment Network
    3447 Atlantic Avenue
    Long Beach, CA 90807
    Fax: (562) 570-3704

    Copies of the above-referenced laws, regulations, and City policy may be obtained upon request.

18. For resulting agreements that are financial in nature and in order to contract for funds with the City, an organization must:
    a. Not currently be listed on any federal, State of California, or local Debarment List;
    b. Be legally capable of entering into a contract and be in good standing with the Internal Revenue Service;
    c. Provide valid documentation of a Long Beach business license. All approved vendors must have a business license with the City of Long Beach. Proof of business license possession will be requested during contract negotiations and is not required at time of proposal submission. Any business located in Long Beach or providing a service in Long Beach must obtain a business license. Businesses operating without a license may be subject to fines. Information about business licensing can be obtained by calling (562) 570-6211 or by accessing information online: http://www.longbeach.gov/finance/business_license/general_information.asp.
    d. Provide documentation of current fiscal and compliance audits, as required by law;
    e. Provide copy of Articles of Incorporation and evidence of current corporate status, as filed with the Secretary of State;

GENERAL INFORMATION – Cont'd

f. Be an Affirmative Action/Equal Opportunity Employer. If selected for funding, agencies will be required to meet EEO requirements;

g. Be in compliance with all applicable provisions of the Americans with Disabilities Act of 1990 (ADA);

h. Ensure that reports and/or documents contain correct information;

i. Adhere to and sign forms regarding Lobbying, providing a Drug Free environment, and a Debarment assurance form.

j. Ensure that:
   1. Funds are not used to assist, promote, or deter union organizing;
   2. Funds are not used in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship

k. File required insurance documentation with the City's Risk Manager. The City must review all documentation requirements that subcontractors must carry:
   1. Comprehensive General Liability in the amount no less than $1,000,000; Combined Single Limit for each occurrence or $2,000,000 General Aggregate for bodily injury, personal injury and property damage
   2. Workers' Compensation as required by State law
   3. Blanket Honesty Bond for at least 25% of the amount of the grant
   4. Automobile Liability in an amount not less than $500,000 Combined Single Limit per accident for bodily injury and property damage covering owned, non-owned, and hired vehicles
   5. The City and its Officers, Employees, and Agents are to be covered as additional insured
   6. Notice of Cancellation must ensure that each insurance policy shall be endorsed to state that the coverage shall not be suspended, voided, or canceled except after thirty (30) days prior written notice has been given to the City

19. Organizations eligible to submit responses include governmental units, public agencies, business organizations, public or private not-for-profit corporations, faith-based organizations, community-based organizations, local educational agencies, or private-for-profit corporations organized in accordance with state and federal laws.

20. As additional funding and funding streams become available, the Network reserves the right to continue to fund existing contractors, competitively procure other providers, or fund additional activities that are in the best interest of the Network and WIB.

21. Agencies that have held a contract with the Network that have been de-obligated as a result of performance within the twelve months are not eligible to apply for vendor opportunities under this solicitation.

RFP ATTACHMENTS

A. RFP Cover Sheet

B. Line Item Budget / Budget Narrative

C. Debarment Certifications

D. Drug Free Workplace Certifications

E. Lobbying Certification

F. Pacific Gateway Workforce Investment Network Coverage Area Map

ATTACHMENT A – RFP COVER SHEET

Legal Name of Organization: ____

Contact Person and Title: ____

Mailing Address: ____

Telephone: _________________________ Fax: ___________________________

Email: ___________________________ Federal Tax ID #: ___________________

Website Address: _________________________

Legal Status of Organization (Please Check One):

[ ]	Public Agency/Government	[ ]	Faith-Based Organization
[ ]	Private-for-Profit Corporation	[ ]	Educational Institution
[ ]	Non-Profit Corporation	[ ]	Other: ______________________

Number of years organization has been in operation: __________

If a corporation, indicate State and year organization was incorporated: _____________

Does the organization have a board of directors or business advisory group?
[ ] Yes [ ] No

If yes, how often do they meet and what is their role? Please provide a list of the names of the members, their address, and their phone numbers and label it as Attachment H of the proposal.

Acknowledgment:
In compliance with the Request for Proposals, and subject to the conditions thereof, the undersigned offers to furnish the proposed services and certifies that he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the organization named above.

____ ________________
Print Name of Authorized Representative/Tile Date

____ ________________
Signature of Authorized Representative Date

Pacific Gateway
WORKFORCE INVESTMENT NETWORK

ATTACHMENT B – LINE ITEM BUDGET / BUDGET NARRATIVE

Operations/Activities	Amount	Narrative Justification
Salaries		
Benefits		
Printing		
Equipment		
Publications/Marketing Materials		
Supplies		
Subcontract		
(Other)		
(Other)		
Grand Total		

ATTACHMENT C - DEBARMENT CERTIFICATIONS

Debarment, Suspension, Ineligibility, and Voluntary Exclusion Lower Tier Covered Transactions Certification

This certification is required by regulations implementing Executive Order 12549, Debarment and Suspension, 34 CFR Part 85, Section 85.210, Participants' responsibilities.

1. The prospective recipient of Federal assistance funds certifies, by submission of proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

2. Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

____
Signature of Authorized Representative

____
Title of Authorized Representative

____ ____________
Agency Date

Pacific Gateway
WORKFORCE INVESTMENT NETWORK

ATTACHMENT D - DRUG FREE WORKPLACE CERTIFICATION

The Long Beach City Attorney has mandated that all potential sub-contractors complete the following Drug-Free Workplace Certification form.

LEGAL NAME OF AGENCY:

____

The agency named above hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The above named agency will:

A. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a).

B. Establish a Drug-Free Awareness Program as required by Government Code Section 8355(b), to inform employees about all of the following:
   1. The dangers of drub abuse in the workplace,
   2. The person's or agency's policy of maintaining a drug-free workplace,
   3. Any available counseling, rehabilitation, and employee assistance programs, and
   4. Penalties that may be imposed upon employees for drub abuse violations.

C. Provide as required by Government Code Section 8355(c), that every employee who works for the proposed contract or grant:
   1. Will receive a copy of the agency's drug-free policy statement, and
   2. Will agree to abide by the terms of the company's statement as a condition of employment on the contract or grant.

CERTIFICATION

I, the official named below, hereby swear that I am duly authorized legally to bind the agency to the above described certification. I am full aware that this certification, executed on the date and in the county below, is made under penalty of perjury under the laws of the State of California.

Official's Name: ____

Date Executed: ________________________ Executed in County of: ________________________

Signature: ____

Title: ____

Federal I.D. Number: ____

ATTACHMENT E - LOBBYING CERTIFICATION

FEDERAL CERTIFICATION REGARDING LOBBYING
CERTIFICATION FOR CONTRACTS, GRANTS, LOANS AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any persons for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, Member of Congress, an officer or employee of Congress, or an employee of a member of Congress, in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. All sub-recipients of subcontracts, sub-grants, and contracts under grants, loans, cooperative agreements shall certify and disclose accordingly.

This certification is a material representation of fact, upon which reliance was placed when this transaction was made or entered into. Submission of this certification is prerequisite for making or entering into this transaction imposed by Section, 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty for not less than $10,000 and not more than $100,000 for each such failure.

______________________________	____________
Name and Title of Authorized Signatory	Title
______________________________	____________
Signature	Date

ATTACHMENT E - Cont'd

LOBBYING CERTIFICATION, SF-LLL INSTRUCTIONS

INSTRUCTIONS FOR COMPLETION OF SF-LLL DISCLOSURE OF LOBBY ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether sub-grantee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. Section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or a Member of Congress in connection with a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all terms that apply for both the initial filing and material change reports. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.

2. Identify the status of the covered Federal action.

3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.

4. Enter the full name, address, city, state, and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or sub-award recipient. Identify the tier of the sub-awardee, e.g., the first sub-awardee of the prime is the 1st tier. Sub-awards include but are not limited to subcontracts, sub-grants, and contract awards under grants.

5. If the organization filing the report in item 4 check "sub-awardee," then enter the full name, address, city, state, and zip code of the prime Federal recipient. Include Congressional District, if known.

6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name if known. For example, Department of Transportation, United States Coast Guard.

7. Enter the Federal program name or description for the covered Federal action (item 3). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number of grants, cooperative agreements, loans and loan commitment.

8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 3 (e.g., Request for Proposal (RFP) number, Invitation for Bid (IFB) number, grant announcement number, the contract, grant, or loan award number, the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFD-DE-90-001."

ATTACHMENT E - LOBBYING CERTIFICATION – Cont'd

LOBBYING CERTIFICATION, SF-LLL INSTRUCTIONS
INSTRUCTIONS FOR COMPLETION OF SF-LLL DISCLOSURE OF LOBBY ACTIVITIES

9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.

10. (a) Enter the full name, address, city, state, and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action. (b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter last name, first name, and middle initial (MI).

11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity (item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.

12. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.

13. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.

14. Provide a specific and detail description of the services that the lobbyist has performed, or will be expected to perform, and the date (s) of any services rendered. Include all preparatory and related activity, not just time spent in actual contact with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.

15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.

16. The certifying official shall sign and date the form and print his/her name, title, and telephone number.

ATTACHMENT E - LOBBYING CERTIFICATION – Cont'd
SF-LLL Form
DISCLOSURE OF LOBBYING ACTIVITIES
Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

1. Type of Federal Action	**2. Status of Federal Action**	**3. Report Type:**
a. Contract b. Grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	a. bid/offer/application b. initial award c. post-award	a. initial filing b. material change **For Material Change Only**: Year _______ quarter _________ Date of last report _____________

4. Name and Address of Reporting Entity: **Prime** **Subawardee** **Tier** _________, *if known:* Congressional District, *if known:*	**5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime:** Congressional District, *if known*:
6. Federal Department/Agency	**7. Federal Program Name/Description:** CFDA Number, *if applicable:*
8. Federal Action Number, *if known*:	**9. Award Amount,** *if known:* **$**
10 a. Name and Address of Lobbying Entity (if individual, last name, first name, MI):	**10b. Individual Performing Services** (include address if different from No. 10a.) (last name, first name, MI):
(Attach Continuation Sheet(s) SF-LLL-A, if necessary)	

ATTACHMENT E - LOBBYING CERTIFICATION – Cont'd
SF-LLL Form
DISCLOSURE OF LOBBYING ACTIVITIES
Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

<table>
<tr><td>11. Amount of Payment (check all that apply):
$ actual $ planned</td><td rowspan="2">13. Type of Payment (check all that apply):
a. Retainer
b. one-time fee

c. commission
d. contingent fee
e. deferred
other; specify: ______________________</td></tr>
<tr><td>12. Form of Payment (check all that apply):
a. cash
b. in-kind; specify: nature
____
value
______________</td></tr>
<tr><td colspan="2">14. Brief Description of Services Performed or to be Performed and date(s) of Service, including Officer(s), Employee(s) or Member(s) contacted, for Payment indicated in Item 11:

(Attach Continuation Sheet(s) SF-LLL-A, if necessary)</td></tr>
<tr><td colspan="2">15. Continuation Sheet(s) SF-LLL-A attached: Yes No</td></tr>
<tr><td>16. Information requested through this form is authorized by Title 31 U.S.C. Section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.</td><td>Signature:
____

Print Name:
____

Title:
____

Telephone No.: _(____)____________</td></tr>
</table>

Pacific Gateway
WORKFORCE INVESTMENT NETWORK

ATTACHMENT F - WORKFORCE INVESTMENT AREA MAP